

1 ABSTRACT OF THE DISCLOSURE

2 A method for providing technical support documents on a
3 peripheral device connected to a web server storing the requested technical
4 support documents via the Internet, which includes the steps of selecting an
5 event on the device, requesting a default uniform resource locator with the
6 selected event, and returning the technical support document relating to the
7 selected event of the requested uniform resource locator to the device.

F:\DATA\WP60\3427\65091\10008151.DOC